



Network Operation Manager

About the Education Achievement Authority: The Education Achievement Authority is a new statewide school system that will assume operation of the lowest five (5) percent of performing schools in the state of Michigan that are not achieving satisfactory results on a redesign plan or that are under an Emergency Manager. It is designed to provide a new, stable, financially responsible set of public schools that create the conditions, supports, tools and resources under which teachers can help students make significant academic gains. It will first apply to underperforming schools in Detroit in the 2012–2013 school year and then be expanded to include low performing schools throughout Michigan.

JOB TITLE: Network Operation Manager

REPORTS TO: Chief Technology Officer

SUMMARY of POSITION:

The candidate selected for this position will lead a team of technical professionals in development, standardization, deployment, and management of EAA's state-wide network infrastructure. Lead the integration of network systems that spread across multiple sites to support the delivery of services.

PRIMARY DUTIES AND RESPONSIBILITIES:

The successful candidate should be able to assist and provide a range of technological and administrative services to include the following responsibilities:

Main Job Tasks and Responsibilities

- Provides leadership and expertise relating to organization's enterprise network infrastructure. Oversees end-to-end integration of network systems to support the effective and efficient delivery of services.
- Assists in the planning and expansion of organization's enterprise computing infrastructure.
- Leads the development and implementation of standard operating procedures and policies with an emphasis on maintaining and ensuring operation continuity and security of the organization's network infrastructure.
- Provides leadership in the technical assessment, selection, and implementation of new network technologies for the organization. Suggests changes to existing products or services to better aid the end users.
- Plans and executes projects across IT functional teams and across the organization.
- Leads organization's IT disaster recovery and business resumption planning, testing, and implementation pertaining to computing infrastructure.
- Serves as a primary member on organization's IT emergency response team.

- Supervises a team of professional staff and/or hourly workers.
- Oversees the performance of network production environments. Responsible for ensuring maximum issue resolution in minimum time.
- Responsible for the management and operation of organization's data center(s) and telecommunication facilities.
- Identifies and resolves cross-functional issues as they apply to operational processes within the organization, as well as recommending solutions for system-wide issues.
- Represents organization in system-wide technology initiatives.
- Plans, prepares and manages budget. Assists in budgetary planning and cost based analysis for outsourcing opportunities.
- Works directly with vendors on equipment and software purchases, as well as support and maintenance contracts.
- Develops and implements IT processes in asset management, change management, incident management, and configuration management.
- Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.

Qualifications

- B.S. in Computer Science or related areas. Advanced degree preferred.
- At least eight (8) years of successful experience with responsibilities involving direct enterprise network infrastructure management and administration.
- At least three (3) years of experience in supervising full-time professional staff. Ability to motivate team members and to work effectively as part of a team. A strong work ethic is required.

Additional Qualifications:

- Proven hands on experience with IP Networking, Cisco IOS, Cisco NXOS, Cisco wireless controllers, and Cisco ACS.
- Familiarity with one or more of the following technologies: DNS, RADIUS, wireless networking, Firewalls, and Packet Shapers.
- Familiarity Juniper STRM, Juniper ISG, and Infoblox IPAM.
- Knowledge of Cisco VoIP platform is a plus.
- Working knowledge of Microsoft Windows operating systems and Red Hat Enterprise Linux.

- Proven hands on experience with VMware, Hyper-V or other virtualization platform.
- Familiarity with one or more scripting and programming languages.
- Broad IT computing infrastructure knowledge and the ability to proactively gather and recommend relevant infrastructure changes.
- Familiar with national and industry security standards and best practices pertaining to enterprise network infrastructure.
- Familiar with IT operation processes including asset management, configuration management, incident management, and change management.
- Familiar with IT performance matrix pertaining to enterprise computing infrastructure. Ability to assess performance and recommend new measures to improve performance.
- Experience in budgetary planning and cost analysis.
- Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
- Strong project management capabilities including project planning, resource management, time estimation and execution. Ability to take ownership and manage large scale projects from start to completion.
- Supervises the Support Center staff by defining and establishing schedules, setting priorities, providing support/direction and dealing with administrative issues as needed.
- Gathers and analyzes metrics to benchmark the service desk workload/performance and identifies trends in support center issues.
- Designs and enforces request handling and escalation policies and procedures.
- Assists in the administration and maintenance of the service desk software.
- Implements ITIL Best Practices. Enforces quality of service guidelines for dealing with customers, completing services, and overall customer satisfaction.
- Develops and maintains standard operating procedures and trains support center staff in the implementation of these procedures.
- Monitors trends and develops IT Service Desk metrics and performance/status reports
- Assists in the development of Service Level Agreements (SLAs) to establish problem resolution expectations and timeframes
- Assists in the support of the client computing environment including computer systems and peripherals, mobile devices, software applications, printing, inventory control, etc.

- Ensures the accuracy, validity and integrity of the inventory and asset management data as it pertains to the client computing area at all points during the life cycle of the device (order, receiving, stock, deployment, move, retirement, and swap).
- Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.

Qualifications:

- Bachelor's Degree in Computer Science or related discipline required. Advanced degree preferred.
- Minimum four (4) years of experience setting up and managing a help desk/service desk.
- Experience managing an incident management system in a performance-based environment complying with ITIL V3 standards.
- Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
- Proficient in Microsoft Operating Systems, MAC OS/x, Software Applications, and mobile devices.
- Strong organizational, analytical and problem-solving skills.
- Experience with multi-site support is a plus.
- Strong project management capabilities including project planning, resource management (including third party resources), time estimation and execution.
- Certification in ITIL is a plus.

FILING DEADLINE: Posted until filled
SALARY: Commensurate with experience
LENGTH OF WORK YEAR: Twelve (12) Months
EFFECTIVE DATE: Immediately

METHOD OF APPLICATION: **All interested candidates should submit a letter of application and current resume to:**

Dr. H. MiUndrae Prince
 Assistant Chancellor, Human Capital, Equity and Accountability
 Education Achievement Authority of Michigan
 300 River Place, Suite 3600
 Detroit, Michigan 48227

By E-mail to mprince@eaaofmichigan.org

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